

# **Department of Transportation (DOT) Customer Service Review: FY12 Parking Survey and Pothole Repair Audit**

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# CountyStat Principles

- **Require Data Driven Performance**
- **Promote Strategic Governance**
- **Increase Government Transparency**
- **Foster a Culture of Accountability**



# Agenda

- Introductions
- FY12 DOT Parking Survey
- 2012 Annual Pothole Repair Audit
- Wrap-Up and Follow-Up Items



# Meeting Goals

- **Meeting Goals:**

- Identify areas of DOT operations that based on performance trends should be targets for further improvement
- Determine if current business processes provide effective and efficient customer service

- **How we measure success:**

- Comparison of departmental performance to pervious year's performance will determine if departmental operations are improving, maintaining, or declining
- Customer feedback will help determine if departmental polices and operations are resulting in a positive customer experience



# FY12 DOT Parking Survey Overview

- **Purpose:** Gauge the current performance of the public parking system from customers' perspective/opinion
- **Audience:** Permit Holders, Visitor/Transient Parkers, Business Owners  
FY12: Permit Holders 1178; Visitor Parkers 962; Business Owners 79; On Street 108  
(FY10: Permit Holders 870; Visitor Parkers 937; Business Owners 98; On Street 102)
- **Time of Day:** 7:00AM-12:00PM & 3:00PM-7:00PM (parkers)  
11:00AM-7:00PM (business owners)
- **Dates Administered:** November 15-18, 2011
- **Methodology:** Contractor personnel circulated through each parking district and each block between 7:00AM and 7:00PM during a typical weekday in an effort to meet and interview representative business owners/managers.



## DOT Customer Service Review

Business Parking Customer Service Survey	
<b>Business Information</b>	
Address (Block) _____	
Type of Business      Office <input type="checkbox"/> Retail <input type="checkbox"/> Restaurant <input type="checkbox"/> Other <input type="checkbox"/>	
Please check one:    Owner <input type="checkbox"/> Tenant <input type="checkbox"/>	
Type of Business _____	
Average number of employees on a typical day _____	
Employees' average length of stay on a typical day _____	
Customers' average length of stay on atypical day _____	
Busiest day(s) of the week:	
Sun <input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thurs <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/>	
Busiest time of day:	
Before 9am <input type="checkbox"/> 9am-11am <input type="checkbox"/> 11am-1pm <input type="checkbox"/> 1pm-5pm <input type="checkbox"/> After 5pm <input type="checkbox"/>	
Do you provide parking for your employees?      Yes <input type="checkbox"/> No <input type="checkbox"/>	
Do you provide parking for your customers/visitors?    Yes <input type="checkbox"/> No <input type="checkbox"/>	
Do your employees or customers park in a Montgomery County parking space and if so where?	
Employees :      On-St _____, Surface Lot _____, Garage _____	
Customers/Visitors :    On-St _____, Surface Lot _____, Garage _____	
<b>Unless otherwise noted use the following scale to rate each question:</b>	
1. Disagree    2. Somewhat Disagree    3. Agree    4. No Opinion	
<b>Customer Surveys:</b>	
a. Their parking space is conveniently located <input type="checkbox"/>	
b. They believe that the parking facility/space was safe and secure <input type="checkbox"/>	
c. They believe that parking enforcement is fair <input type="checkbox"/>	
d. The parking space/facility was in good condition (clean, well lit, clear signage) <input type="checkbox"/>	
e. The parking facility was easy to navigate/maneuver within <input type="checkbox"/>	
f. Parking rates are fair <input type="checkbox"/>	
<b>Employee Surveys:</b>	
a. Their parking space is conveniently located <input type="checkbox"/>	
b. They believe that the parking facility/space was safe and secure <input type="checkbox"/>	
c. They believe that parking enforcement is fair <input type="checkbox"/>	
d. The parking space/facility was in good condition (clean, well lit, clear signage) <input type="checkbox"/>	
e. The parking facility was easy to navigate/maneuver within <input type="checkbox"/>	
f. Parking rates are fair <input type="checkbox"/>	

# DOT Division of Parking Services Headline Performance Measure

## Headline Measure:

Average Overall Customer (Permit Holder/Visitor) Satisfaction with Montgomery County Parking Facilities

## Description:

This measure reports the average customer satisfaction rating for both permit holders and visitor parkers along the following scale (1. Poor; 2. Fair; 3. Good; 4. Excellent) for Montgomery County Parking Facilities

## Current Data:

FY12 Value: **3.41** (FY10 Baseline Value: **3.44**)

The overall value is the average of facility overall satisfaction scores and is reported as a departmental headline performance measure



# FY12 DOT Parking Survey General Findings

## Business Survey (Employees and Customers)

- 83% of business survey averages demonstrated increased satisfaction compared to FY10. Montgomery Hills, Bethesda, and Silver Spring all had consistent increases.
- Weekends are the busiest time of week for all districts, while lunchtime and evenings are the busiest time of day.

## Visitor and Permit Holder Satisfaction

- An increasing percent of visitors and permit-holders report parking more than 1 block from their destination, but the majority (60% of permit-holders & 52% of visitors) park within 1 block.
- Facilities 35, 11, & 7 were at the top of the pack among both visitors and permit-holders, while 31, 60, & 55 were at the bottom of the pack for both groups.



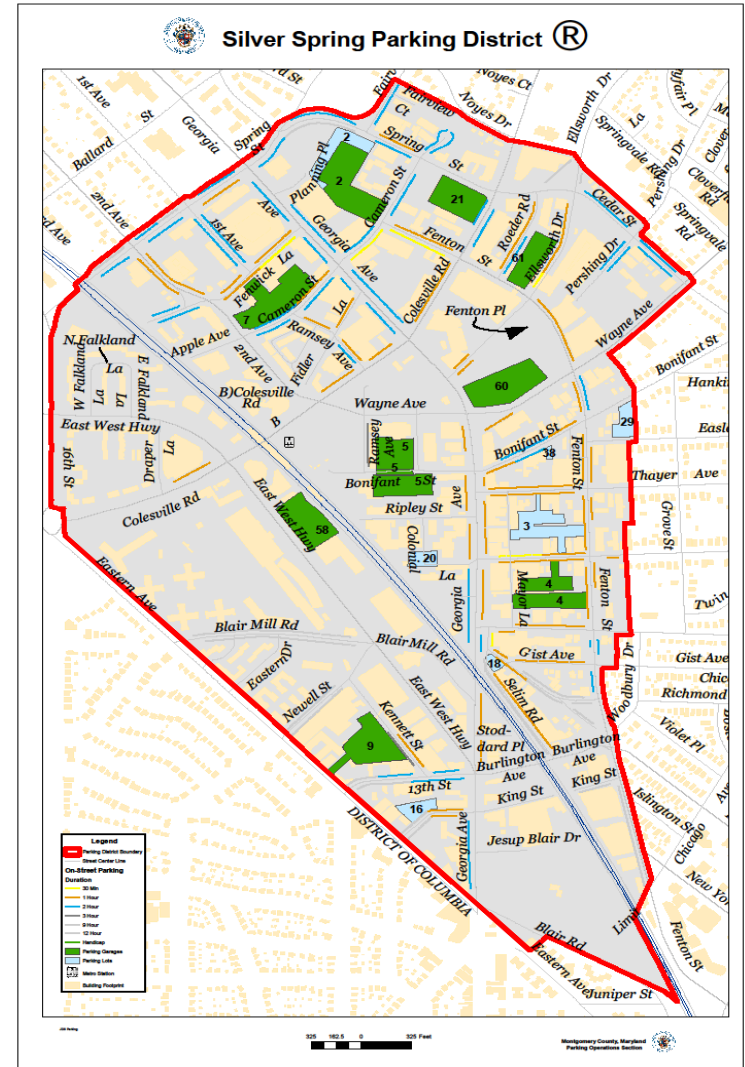
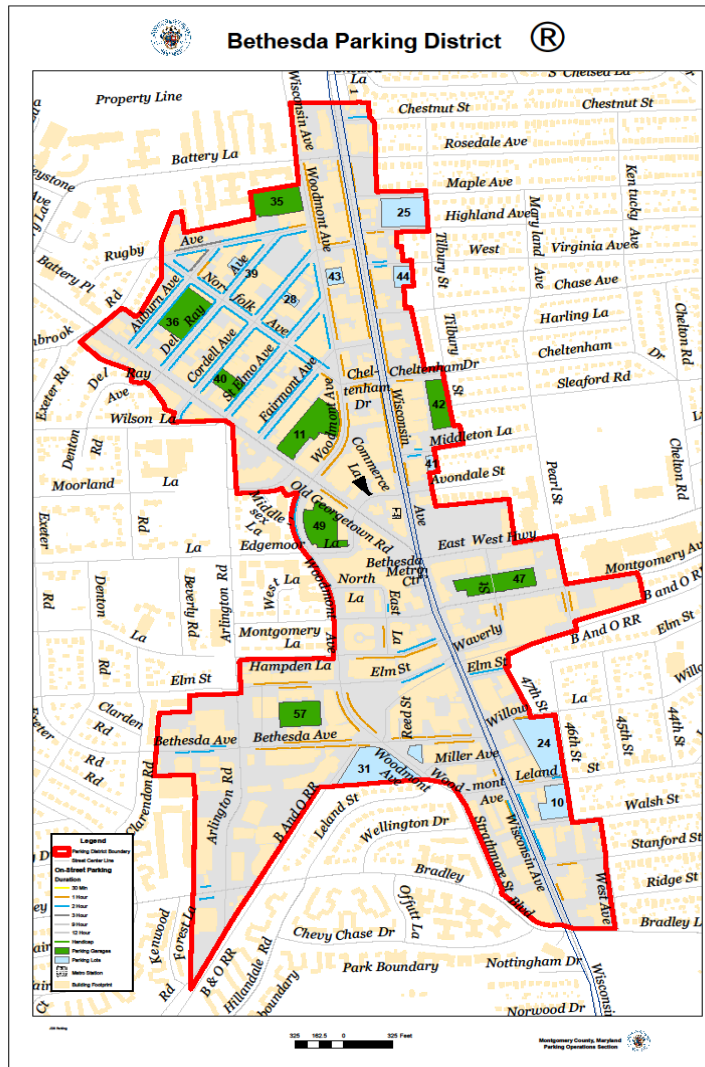


# FY12 DOT Parking Survey General Findings

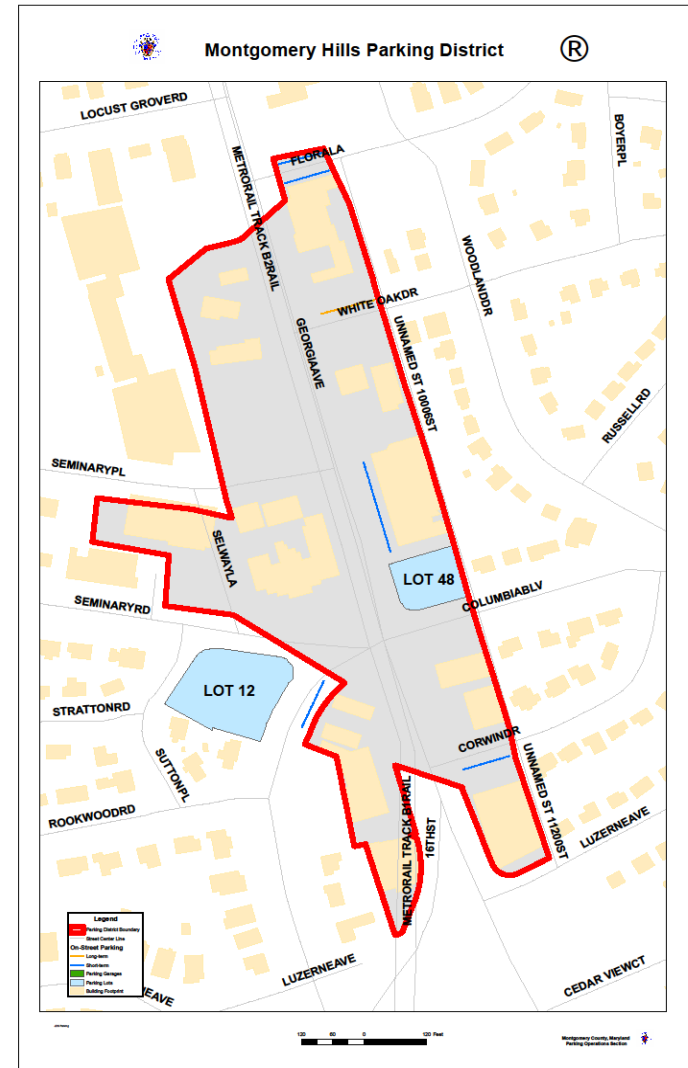
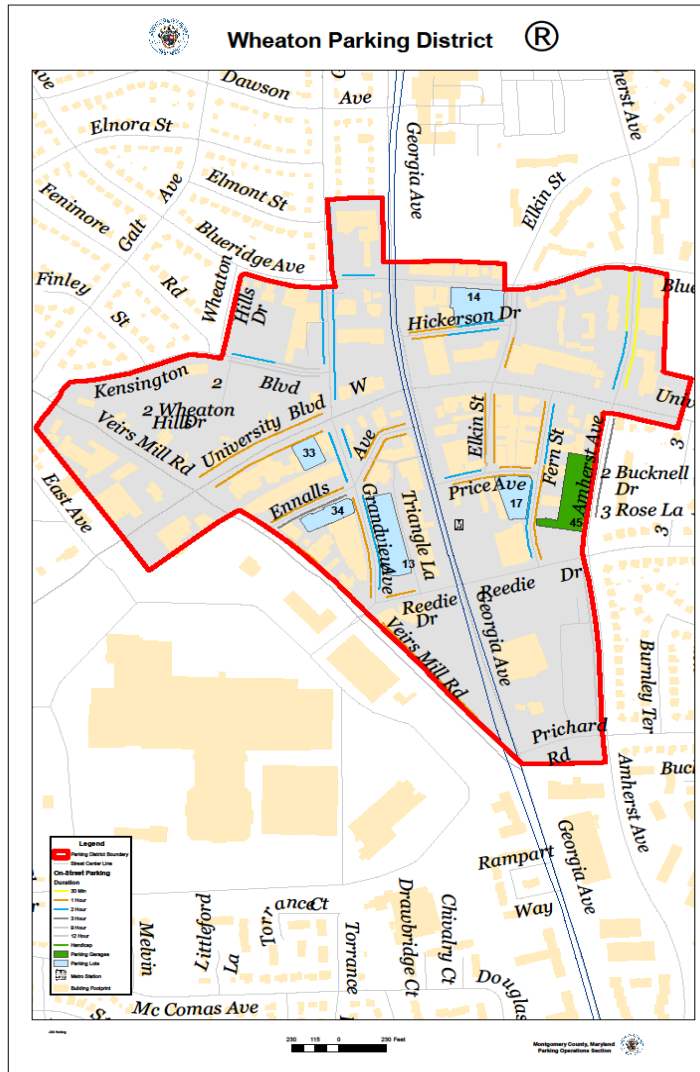
## Impact of Facility Characteristics

- Among permit-holders, lower occupancy rates generally correlate with higher availability ratings; there is weaker correlation for visitors.
- Among visitor parkers, below grade facilities were generally rated below average. However, when accounting for all parkers (visitors and permit holders), facilities below grade actually rated higher than those above grade.
- Satisfaction with parking costs had the lowest average of all categories, for all parking groups. Actual rates had little correlation with satisfaction levels.
- Pay ease and cost of parking ratings were above average for pay-by-space facilities, average for cashier facilities, and at or below average for pay-on-foot facilities. Ratings varied for metered facilities.
- Increasing distance from destination correlates with decreasing satisfaction levels among all parkers, except when parkers are 4+ blocks away.





# Wheaton and Montgomery Hills Parking District Maps



# Snapshot of Business Survey Data

## Customer and Employee Ratings

		Convenient Location	Safe Facility	Fair Enforcement	Facility Condition	Easy Maneuverable	Fair Rates
Bethesda	Customer (41)	2.0	2.8 ↑	1.9 ↑	3.0 ↑	2.5 ↑	2.1 ↑
	Employee (36)	2.0	2.9 ↑	2.0 ↑	3.0 ↑	2.5 ↑	1.9
Silver Spring	Customer (45)	2.1 ↓	2.8 ↑	1.9	3.0 ↑	2.5 ↑	2.1 ↑
	Employee (25)	2.7 ↑	2.6	2.2 ↑	2.9 ↑	2.8 ↑	2.1 ↑
Wheaton	Customer (11)	2.1 ↓	2.8 ↑	1.9 ↑	2.6	2.0 ↓	2.6 ↑
	Employee (5)	1.7 ↓	2.8 ↑	1.6 ↓	2.4	2.5 ↑	2.8 ↑
Montgomery Hills	Customer (9)	2.7 ↑	2.9 ↑	2.0 ↑	2.5 ↑	2.5 ↑	2.7 ↑
	Employee (6)	3.0 ↑	3.0 ↑	2.3 ↑	2.5 ↑	2.8 ↑	2.7 ↑

(↓ indicates 5+% decrease from FY10; ↑ indicates 5+% increase from FY10)

Generally, business employees were just as satisfied or more satisfied than customers with each of the parking factors.  
83% of scores improved from FY10.



Sample size listed in parentheses

1= Disagree; 2=Somewhat Disagree; 3= Agree

# Snapshot of Business Survey Data

## Busiest Day and Time

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Bethesda	7%	7% ↓	9%	9% ↓	12%	23%	33% ↑
Silver Spring	4% ↓	12%	7%	9%	13%	29% ↑	26%
Wheaton	9%	9% ↑	4%	9%	4% ↓	35% ↑	30%
Montgomery Hills	10% ↓	16%	13% ↑	13% ↑	6%	19%	23% ↓

	Prior 9AM	Prior 9AM	10AM-1PM	1-5PM	After 5PM
Bethesda	3% ↓	23%	30% ↓	20% ↑	23%
Silver Spring	0% ↓	14% ↓	26%	20%	40% ↑
Wheaton	11%	21% ↑	11%	26%	32% ↓
Montgomery Hills	5%	10%	38% ↑	29%	19% ↓

(↓ indicates 5+ percentage point decrease from FY10; ↑ indicates 5+ percentage point increase from FY10)

**According to the business survey, Saturdays and time of day between 1-5 PM are the busiest parking times**



# Parker Characteristics

		How many blocks is it to your final destination?					How do you purchase/renew your parking permit?			
		1	2	3	4+	Total	Mail	Walk-In	Both /N/A	Total
Permit Holders	Garage	622	231	87	90	1,030	323	185	98	606
	Lot	71	21	17	9	118	30	42	26	98
	Total	693	252	104	99	1,148	353	227	124	704
	Percent	60% ↓	22% ↑	9% ↑	9% ↑	100%	50% ↑	32% ↑	18% ↓	100%
Visitors	Garage	335	142	79	150	706				
	Lot	162	57	14	8	241				
	Total	497	199	93	158	947				
	Percent	52% ↓	21% ↑	10% ↑	17% ↑	100%				

(↓ Indicates a decrease from FY10; ↑ indicates an increase from FY10)

Visitors and permit holders alike are most likely to park within 1-2 blocks of their destination. However, visitors are more likely to park farther away (4+ blocks) from their destination.



# Parking Facility Characteristics

Facility	Short-Term Rate	Long-Term Rate	Garage/Lot	Above / Below Grade	Total Spaces	Peak Occupancy		Payment System	Year Built
						(FY09)	(FY12)		
2	\$0.75	\$0.50	Garage	Above	1357	51%	68%	Meter	1972
3	\$0.75	\$0.50	Lot	Above	150	70%	57%	Meter	-
7	\$0.75	\$0.50	Garage	Above	1383	84%	80%	Pay-by-Space	1966/1974
11	\$1.00	\$0.65	Garage	Above	1108	67%	56%	Pay-on-Foot	1970/1981
12	\$0.25	\$0.25	Lot	Above	67	24%	22%	Meter	-
13	\$0.50	\$0.50	Lot	Above	159	69%	60%	Meter	-
14	\$0.50	\$0.50	Lot	Above	107	77%	57%	Meter	-
25	\$1.00	\$0.65	Lot	Above	129	55%	55%	Meter	-
31	\$1.00	\$0.65	Lot	Above	279	99%	93%	Meter	-
35	\$1.00	\$0.65	Garage	Above	496	77%	82%	Meter	1965/1971
42	\$1.00	\$0.65	Garage	Below	345	54%	42%	Meter	2003
45	\$0.50	\$0.50	Garage	Above	-	52%	53%	Pay-by-Space	1990
48	\$0.25	\$0.25	Lot	Above	36	64%	60%	Meter	-
49	\$1.00	\$0.65	Garage	Below	999	97%	81%	Cashier	1991
55	\$0.75	\$0.50	Garage	Above	1661	43%	41%	Meter	1982
58	\$0.75	\$0.50	Garage	Below	1147	97%	99%	Meter	1993
60	\$0.75	\$0.50	Garage	Above	1694	62%	63%	Pay-on-Foot	2004



# Facility Ranking: Permit Holders and Visitor Parkers

	1	2	3	4	5	6	7	8	9
Permit Holders	12	42	35	7	45	11	25	58	49
Visitors	12	45	35	11	7	14	25	2	49

	10	11	12	13	14	15	16	17
Permit Holders	14	60	55	48	31	2	13	3
Visitors	42	55	31	48	13	60	58	3

Key:

Bethesda

Silver Spring

Wheaton

Montgomery Hills

The variation of overall facility rankings by type of parker demonstrates the contending values of each customer





# Permit Holder Satisfaction

<u>Garage/ Lot</u>	<u>Availability</u>	<u>Navigation</u>	<u>Facility Condition</u>	<u>Safety And Security</u>	<u>Destination Convenience</u>	<u>Sign-up Ease</u>	<u>Cost of Parking</u>	<u>Overall</u>
42	3.91	3.89	3.91	3.80	3.85	3.77	3.51	3.80
35	3.85	3.85	3.75	3.77	3.86	3.74	3.70	3.79
7	3.74	3.65	3.72	3.66	3.83	3.68	3.27	3.65
45	3.81	3.74	3.77	3.58	3.45	3.51	3.53	3.63
11	3.75	3.81	3.75	3.83	3.90	3.43	2.56	3.58
58	3.60	3.65	3.66	3.40	3.72	3.38	2.64	3.44
49	3.61	3.48	3.59	3.54	3.71	3.22	2.27	3.34
55	3.08	3.18	3.58	3.20	3.28	3.20	2.77	3.18
60	3.58	3.18	3.31	3.19	3.37	3.08	2.57	3.18
31	3.00	3.23	3.31	3.02	3.06	2.48	2.54	2.95
48	N/A – not enough data*							
25								
14								
13								
12								
3								
2								
Average	3.59	3.57	3.64	3.50	3.60	3.35	2.94	3.45

\*Only locations with 15 or more survey responses were included

■ = Below Average Rating at a Statistically Significant Level  
■ = Above Average Rating at a Statistically Significant Level



# Permit Holder Facility Rankings

	1	2	3	4	5	6	7	8	9
<b>(FY10 Rank)</b>	(1)	(6)	(17)	(14)	(7)	(4)	(11)	(18)	(9)
<b>Garage/Lot</b>	12	42	35	7	45	11	25	58	49
<b>Average Satisfaction</b>	4.00	3.80	3.79	3.65	3.63	3.58	3.47	3.44	3.34

	10	11	12	13	14	15	16	17
<b>(FY10 Rank)</b>	(10)	(5)	(3)	(2)	(13)	(15)	(8)	(16)
<b>Garage/Lot</b>	14	60	55	48	31	2	13	3
<b>Average Satisfaction</b>	3.25	3.18	3.18	3.06	2.95	2.93	2.87	2.50

<b>Parking District</b>	Montgomery Hills	Wheaton	Bethesda	Silver Spring	All Districts
<b>Average Satisfaction</b>	3.53	3.25	3.49	3.15	3.33



# Visitor Satisfaction

<u>Garage/ Lot</u>	<u>Availability</u>	<u>Navigation</u>	<u>Facility Condition</u>	<u>Safety and Security</u>	<u>Destination Convenience</u>	<u>Pay Ease</u>	<u>Cost of Parking</u>	<u>Overall</u>
12	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
35	3.69	3.68	3.65	3.69	3.67	3.44	3.39	3.60
11	3.77	3.64	3.71	3.72	3.89	3.51	2.86	3.59
7	3.7	3.64	3.64	3.62	3.65	3.41	3.20	3.55
25	3.71	3.83	3.32	3.68	3.78	3.38	2.49	3.45
2	3.32	3.64	3.45	3.27	3.59	3.33	3.10	3.39
49	3.50	3.65	3.54	3.72	3.69	3.45	2.05	3.37
42	3.35	3.27	3.29	3.39	3.35	3.18	3.20	3.29
55	3.28	3.28	3.5	3.4	3.38	3.08	3.00	3.28
31	2.67	3.07	3.62	3.48	3.29	2.92	2.83	3.12
48	3.14	3.09	3.11	3.20	3.24	3.00	3.00	3.11
60	3.54	3.34	3.23	2.79	3.16	2.84	2.79	3.10
13	3.26	3.35	2.87	3.04	3.65	3.00	2.52	3.10
58	N/A – not enough data*							
45								
14								
3								
Average	3.46	3.50	3.46	3.46	3.56	3.27	2.96	3.38

\*Only locations with 15 or more survey responses were included

■ = Below Average Rating at a Statistically Significant Level  
■ = Above Average Rating at a Statistically Significant Level



# Visitor Facility Rankings

	1	2	3	4	5	6	7	8	9
<b>(FY10 Rank)</b>	(2)	(7)	(17)	(3)	(15)	(5)	(10)	(13)	(9)
<b>Garage/Lot</b>	12	45	35	11	7	14	25	2	49
<b>Average Satisfaction</b>	4.00	3.68	3.60	3.59	3.55	3.52	3.45	3.39	3.37

	10	11	12	13	14	15	16	-
<b>(FY10 Rank)</b>	(11)	(6)	(16)	(1)	(8)	(4)	(18)	(14)
<b>Garage/Lot</b>	42	55	31	48	13	60	58	3
<b>Average Satisfaction</b>	3.29	3.28	3.12	3.11	3.10	3.10	2.61	-

<b>Parking District</b>	Montgomery Hills	Wheaton	Bethesda	Silver Spring	All Districts
<b>Average Satisfaction</b>	3.56	3.43	3.41	3.18	3.36



# Facility Satisfaction Rankings by Occupancy

Permit Holders			
<u>Garage/ Lot</u>	<u>Availability</u>	<u>Overall Average</u>	<u>Occupancy (FY12)</u>
58	3.60	3.44	99%
31	3.00	2.95	93%
35	3.85	3.79	82%
49	3.61	3.34	81%
7	3.74	3.65	80%
2	3.50	2.93	68%
60	3.58	3.18	63%
13	3.00	2.87	60%
48	3.23	3.06	60%
3	3.22	2.50	57%
14	3.64	3.25	57%
11	3.75	3.58	56%
25	3.83	3.47	55%
45	3.81	3.63	53%
42	3.91	3.80	42%
55 *	3.08	3.18	41%
12	4.00	4.00	22%

Visitor Parkers			
<u>Garage/ Lot</u>	<u>Availability</u>	<u>Overall Average</u>	<u>Occupancy (FY12)</u>
58	2.25	2.61	99%
31	2.67	3.12	93%
35	3.69	3.60	82%
49	3.50	3.37	81%
7	3.70	3.55	80%
2	3.32	3.39	68%
60	3.54	3.10	63%
13	3.26	3.10	60%
48	3.14	3.11	60%
3	-	-	57%
14	3.83	3.52	57%
11	3.77	3.59	56%
25	3.71	3.45	55%
45	3.77	3.68	53%
42	3.35	3.29	42%
55 *	3.28	3.28	41%
12	4.00	4.00	22%

    = Below Average Rating at a Statistically Significant Level

    = Above Average Rating at a Statistically Significant Level

\*Availability impacted by construction so actual availability higher than indicated percentage



# Facility Satisfaction Rankings: Above/Below Grade Level

Permit Holders					
Garage/Lot	Navigation	Facility Condition	Safety and Security	Overall	Above or Below Grade
12	4.00	4.00	4.00	4.00	Above
35	3.85	3.75	3.77	3.79	Above
7	3.65	3.72	3.66	3.65	Above
45	3.74	3.77	3.58	3.63	Above
11	3.81	3.75	3.83	3.58	Above
25	3.83	3.00	3.33	3.47	Above
14	3.73	3.18	3.00	3.25	Above
60	3.18	3.31	3.19	3.18	Above
55	3.18	3.58	3.2	3.18	Above
48	3.08	3.08	3.25	3.06	Above
31	3.23	3.31	3.02	2.95	Above
2	3.5	3.00	3.50	2.93	Above
13	3.00	2.89	2.89	2.87	Above
3	2.80	2.22	2.22	2.50	Above
42	3.89	3.91	3.80	3.80	Below
58	3.65	3.66	3.40	3.44	Below
49	3.48	3.59	3.54	3.34	Below

Visitor Parkers					
Garage/Lot	Navigation	Facility Condition	Safety And Security	Overall	Above or Below Grade
12	4.00	4.00	4.00	4.00	Above
45	3.69	3.85	3.54	3.68	Above
35	3.68	3.65	3.69	3.60	Above
7	3.64	3.64	3.62	3.55	Above
14	3.83	3.33	3.67	3.52	Above
25	3.83	3.32	3.68	3.45	Above
2	3.64	3.45	3.27	3.39	Above
55	3.28	3.50	3.40	3.28	Above
11	3.64	3.71	3.72	3.59	Above
31	3.07	3.62	3.48	3.12	Above
48	3.09	3.11	3.20	3.11	Above
13	3.35	2.87	3.04	3.10	Above
60	3.34	3.23	2.79	3.10	Above
3	-	-	-	-	Above
49	3.65	3.54	3.72	3.37	Below
42	3.27	3.29	3.39	3.29	Below
58	3.00	3.00	2.5	2.61	Below

■ = Below Average Rating at a Statistically Significant Level  
■ = Above Average Rating at a Statistically Significant Level



# Facility Satisfaction Rankings by Fee Rates

Permit Holders				
Garage/ Lot	Cost of Parking	Overall	Short- Term Rate	Long- Term Rate
12	4.00	4.00	\$0.25	\$0.25
48	2.55	3.06	\$0.25	\$0.25
45	3.53	3.63	\$0.50	\$0.50
13	2.33	2.87	\$0.50	\$0.50
14	2.18	3.25	\$0.50	\$0.50
7	3.27	3.65	\$0.75	\$0.50
55	2.77	3.18	\$0.75	\$0.50
58	2.64	3.44	\$0.75	\$0.50
60	2.57	3.18	\$0.75	\$0.50
3	1.67	2.50	\$0.75	\$0.50
2	1.00	2.93	\$0.75	\$0.50
35	3.70	3.79	\$1.00	\$0.65
42	3.51	3.8	\$1.00	\$0.65
25	3.09	3.47	\$1.00	\$0.65
11	2.56	3.58	\$1.00	\$0.65
31	2.54	2.95	\$1.00	\$0.65
49	2.27	3.34	\$1.00	\$0.65

Visitor Parkers				
Garage/ Lot	Cost of Parking	Overall	Short- Term Rate	Long- Term Rate
12	4.00	4.00	\$0.25	\$0.25
48	3.00	3.11	\$0.25	\$0.25
45	3.69	3.68	\$0.50	\$0.50
14	2.83	3.52	\$0.50	\$0.50
13	2.52	3.10	\$0.50	\$0.50
7	3.20	3.55	\$0.75	\$0.50
2	3.10	3.39	\$0.75	\$0.50
55	3.00	3.28	\$0.75	\$0.50
60	2.79	3.10	\$0.75	\$0.50
58	2.25	2.61	\$0.75	\$0.50
3	-	-	\$0.75	\$0.50
35	3.39	3.60	\$1.00	\$0.65
42	3.20	3.29	\$1.00	\$0.65
11	2.86	3.59	\$1.00	\$0.65
31	2.83	3.12	\$1.00	\$0.65
25	2.49	3.45	\$1.00	\$0.65
49	2.05	3.37	\$1.00	\$0.65

= Below Average Rating at a Statistically Significant Level  
 = Above Average Rating at a Statistically Significant Level



# Facility Satisfaction Rankings by Payment System

Permit Holders				
Garage/ Lot	Sign-up Ease	Cost of Parking	Overall	Payment System
12	4.00	4.00	4.00	Meter
42	3.77	3.51	3.80	Meter
35	3.74	3.70	3.79	Meter
7	3.68	3.27	3.65	Pay-by-Space
45	3.51	3.53	3.63	Pay-by-Space
11	3.43	2.56	3.58	Pay-on-Foot
25	3.45	3.09	3.47	Meter
58	3.38	2.64	3.44	Meter
49	3.22	2.27	3.34	Cashier
14	3.30	2.18	3.25	Meter
55	3.20	2.77	3.18	Meter
60	3.08	2.57	3.18	Pay-on-Foot
48	3.00	2.55	3.06	Meter
31	2.48	2.54	2.95	Meter
2	3.00	1.00	2.93	Meter
13	2.67	2.33	2.87	Meter
3	3.00	1.67	2.50	Meter

Visitor Parkers				
Garage/ Lot	Pay Ease	Cost of Parking	Overall	Payment System
12	4.00	4.00	4.00	Meter
45	3.62	3.69	3.68	Pay-by-Space
35	3.44	3.39	3.60	Meter
11	3.51	2.86	3.59	Pay-on-Foot
7	3.41	3.20	3.55	Pay-by-Space
14	3.33	2.83	3.52	Meter
25	3.38	2.49	3.45	Meter
2	3.33	3.10	3.39	Meter
49	3.45	2.05	3.37	Cashier
42	3.18	3.20	3.29	Meter
55	3.08	3.00	3.28	Meter
31	2.92	2.83	3.12	Meter
48	3.00	3.00	3.11	Meter
13	3.00	2.52	3.10	Meter
60	2.84	2.79	3.10	Pay-on-Foot
58	2.50	2.25	2.61	Meter
3	-	-	-	Meter

■ = Below Average Rating at a Statistically Significant Level  
■ = Above Average Rating at a Statistically Significant Level





# 2012 Pothole Repair Audit

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# Overview of DOT Pothole Repair Operations

- There are four methods for identifying potholes:
  - 311 Service Requests
  - Letters
  - Emails
  - Self Patrol Pot Hole Hot Spots by DOT Personnel
- Since April 2011 to date, 2,910 requests for pot hole repair have been processed through the 311 system
- An additional 2,707 pot holes have been addressed as a result of letters, emails and self patrols by Highway staff
- In addition to pot hole repair, 1,452 patches have been installed in areas where pot hole repair is insufficient to address the deteriorated pavement conditions
- Over the past 12-month period 15,169 tons of asphalt have been used to address pot holes and associated patching
- The department runs 4-pot hole repair trucks approximately 200 days annually
- The department assembles up to 5 patch crews (9 personnel each) 100 days annually to address emergency patching



## Pothole Repair Background Information: Patching Methods

There are three different methods for pothole repair: cold patch, patch truck, and patch crew.

Patching Method	Description	Repair Lifespan
Cold Mix	Drop cold patch into pothole and drive over patch with truck to tamp down	Hours to months
Patch Truck	Clean and prep damaged area. Fill pothole with hot asphalt mix and tamp down by hand or with roller	Months to a year
Patch Crew	Saw, excavate, and grade damaged area then replace road portion with new asphalt mix and smooth with steamroller	12-15 years



# Current Pothole Service Request Back-Office Process



**Receive and  
Review Siebel  
Request**



**Print  
Siebel  
Request**



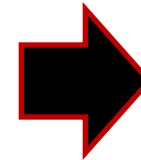
**File Printed  
Siebel Request  
For Work Dispatch**



**Repair  
Pothole**



**Note Completed  
Work on Printed  
Request**



**Close out  
Siebel  
Request**



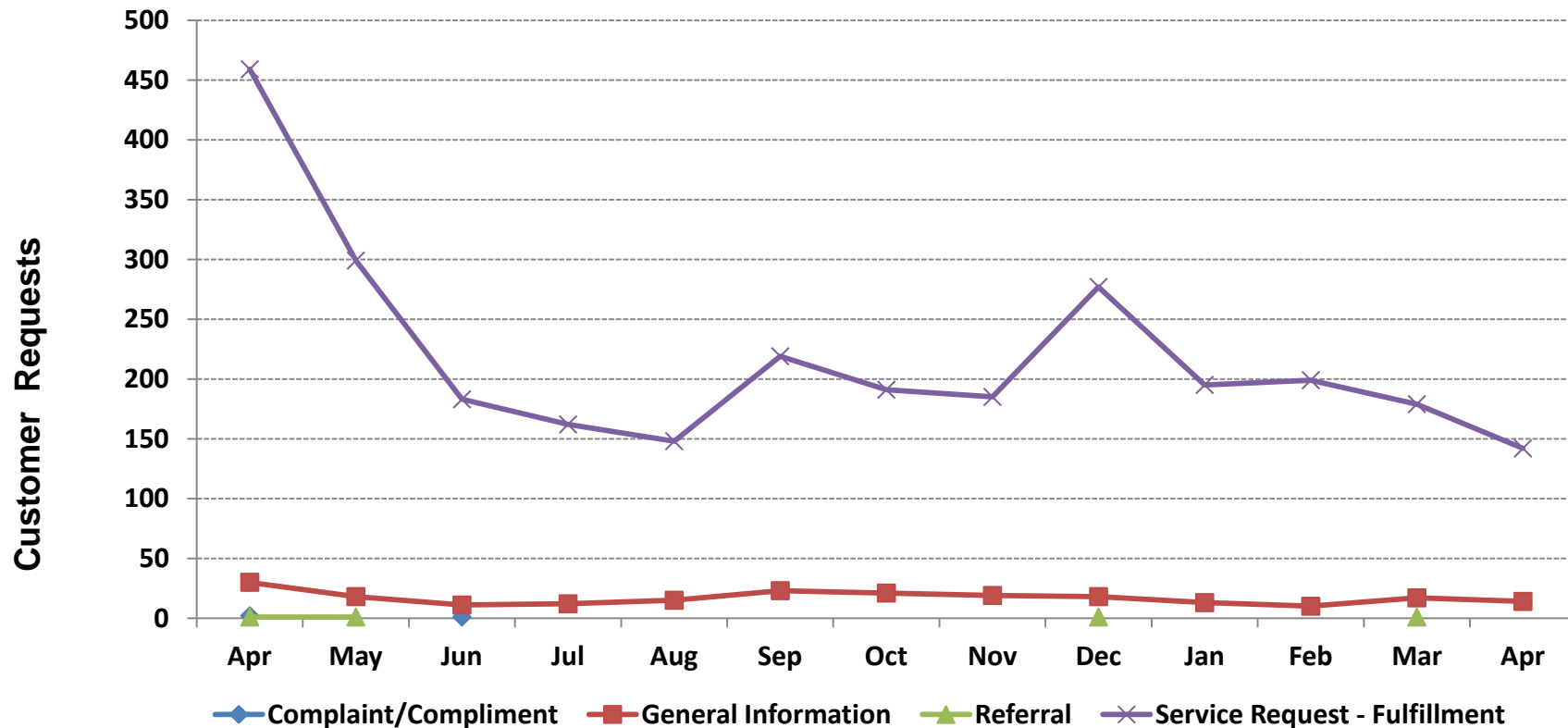
# DOT Pothole Monthly Customer Request Totals by Type

93% of pothole customer requests are service request fulfillments that go to the Department of Transportation for completion

Row Labels	Complaint/Compliment	General Information	Referral	Service Request - Fulfillment	Grand Total
<b>2011</b>					
Apr	2	30	1	459	492
May		18	1	299	318
Jun	1	11		183	195
Jul		12		162	174
Aug		15		148	163
Sep		23		219	242
Oct		21		191	212
Nov		19		185	204
Dec		18	1	277	296
<b>2012</b>					
Jan		13		195	208
Feb		10		199	209
Mar		17	1	179	197
Apr		14		142	156
<b>Grand Total</b>	<b>3</b>	<b>221</b>	<b>4</b>	<b>2,838</b>	<b>3,066</b>



# DOT Pothole Monthly Customer Request Totals by Type

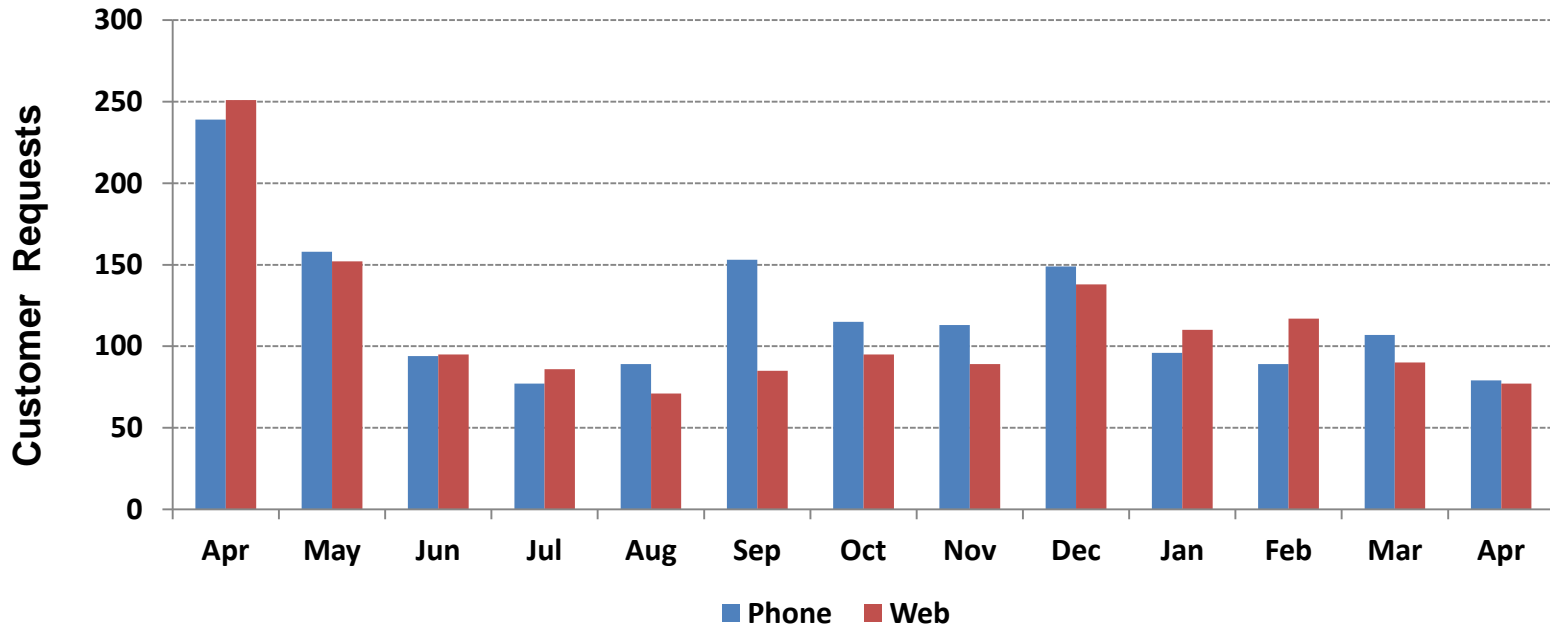


Pothole customer requests for fulfillment have decreased drastically since the same period last year



# Pothole Customer Requests by Intake Method

Phone generated pothole Customer Requests are the highest volume of all intake methods



	Avg.	Total
Internal	4.72	52
Phone	119.85	1558
Web	112	1456



# Pothole Service Request Fulfillment by DOT Depot

	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
BETHESDA	108	77	45	33	27	62	50	40	64	49	45	42	34	676
COLESVILLE	125	72	36	24	37	36	42	29	45	44	60	35	34	619
DAMASCUS	2	11	3	5	2	6	5	1	3	1	6	5	5	55
GAITHERSBURG EAST	48	28	9	10	7	24	8	12	14	12	14	16	7	209
GAITHERSBURG WEST	27	8	25	12	12	13	23	34	21	20	6	14	13	228
POOLESVILLE	2	2		1		1	1	2		2	2	3	2	18
SILVER SPRING	162	110	72	83	69	86	64	74	137	73	73	71	55	1129
<b>Total</b>	<b>474</b>	<b>308</b>	<b>190</b>	<b>168</b>	<b>154</b>	<b>228</b>	<b>193</b>	<b>192</b>	<b>284</b>	<b>201</b>	<b>206</b>	<b>186</b>	<b>150</b>	<b>2,934</b>

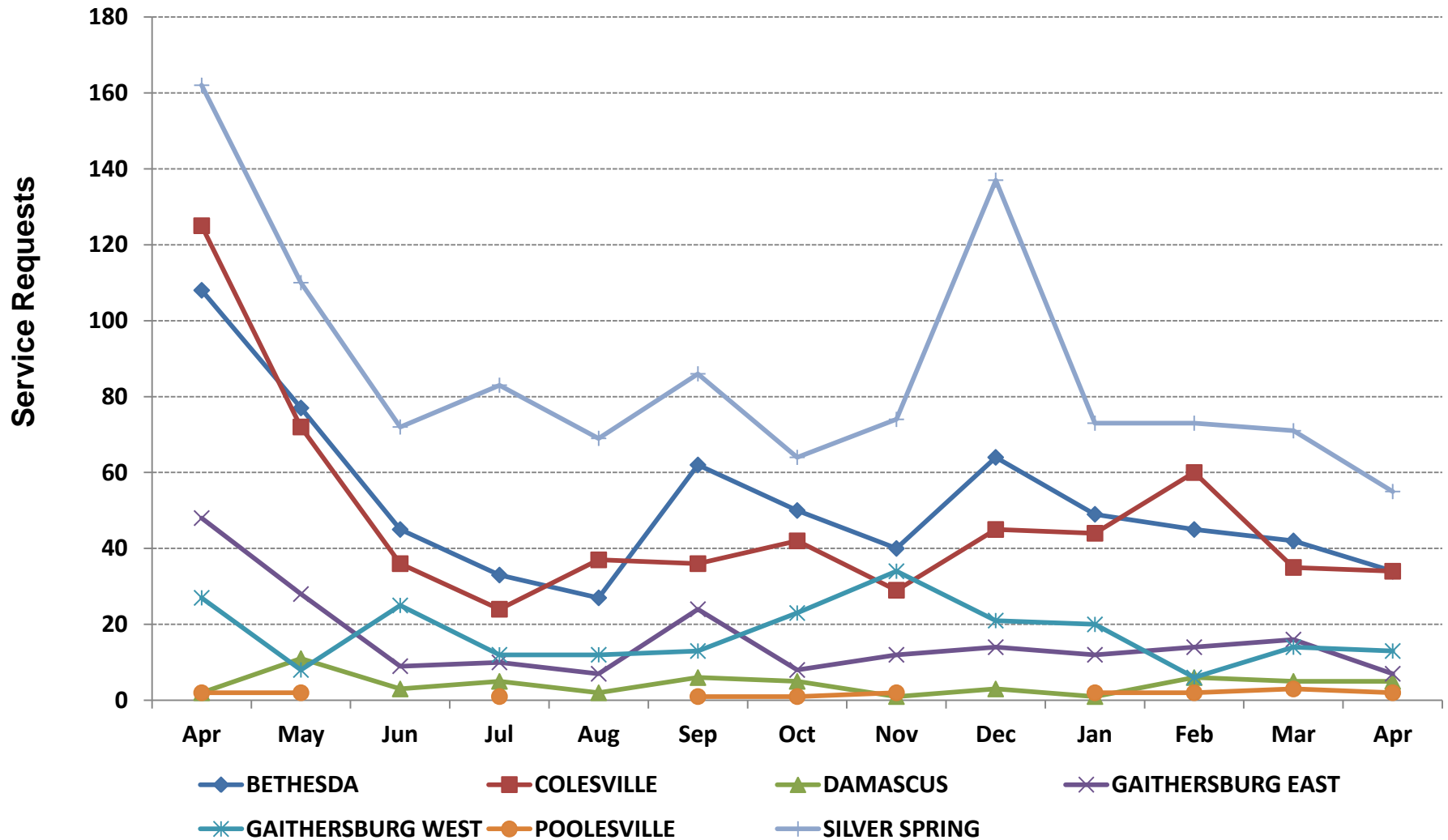
Excludes "blank" entries

DOT repairs many potholes not reported via MC311 as part of ongoing road maintenance efforts.





# Pothole Service Request Fulfillment by DOT Depot



# Average Workdays to Close Pothole Repair

The SLA for pothole repair is 3 days.  
Weather inhibits the ability of DOT to repair potholes in the winter months.

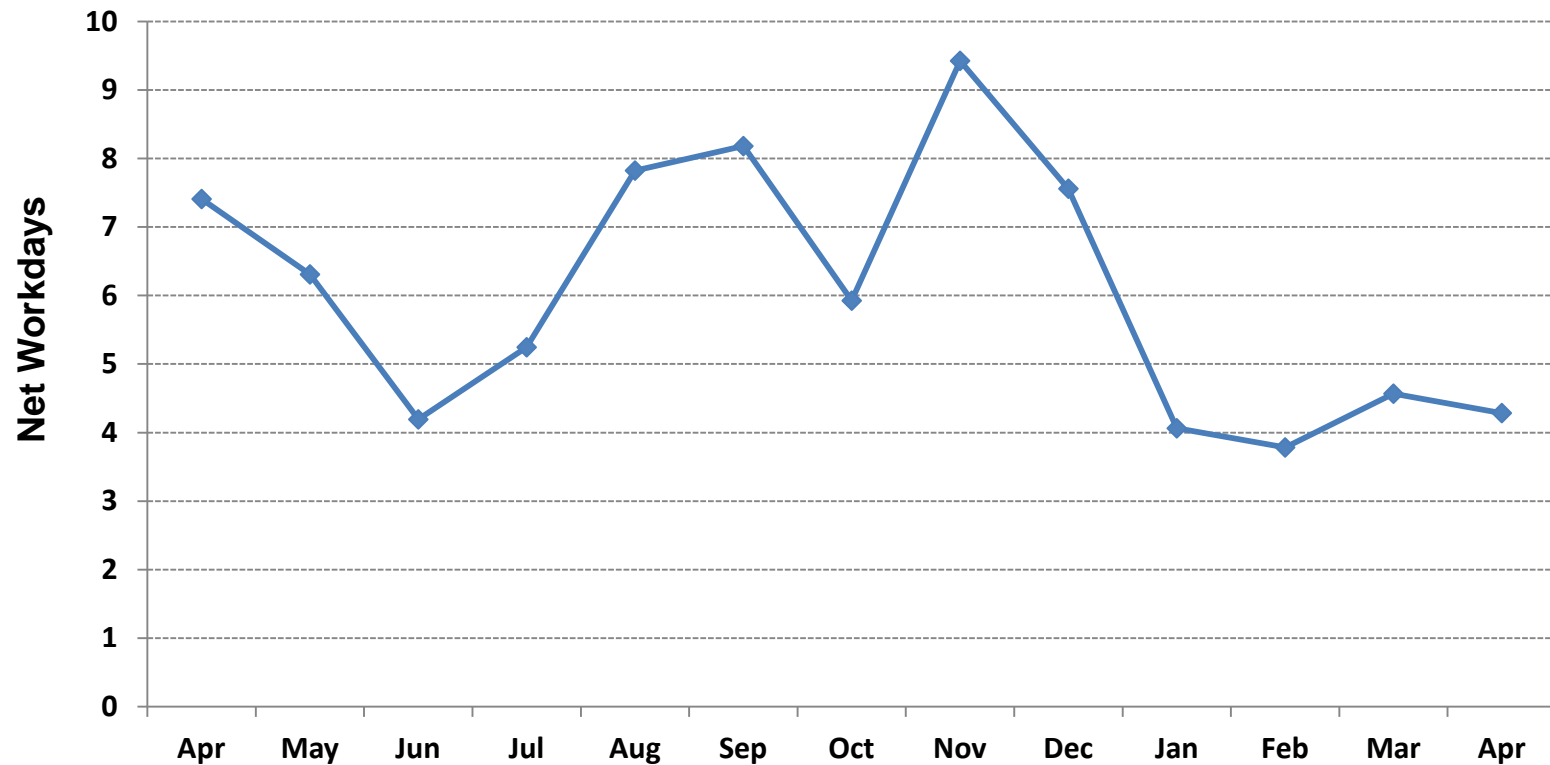
	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Avg. Net Workdays	7.41	6.31	4.19	5.25	7.82	8.18	5.93	9.43	7.56	4.06	3.78	4.57	4.28
Max Workdays	160	48	28	41	46	96	69	56	76	27	16	30	20
Std Deviation	10.81	6.33	3.27	5.75	8.72	10.09	7.50	8.60	7.70	2.97	2.62	4.44	3.17
Percent Closed Within SLA	64%	66%	44%	56%	59%	69%	46%	78%	71%	41%	39%	42%	47%

Note: Workday calculation does not include allowance for holidays  
DOT repairs many potholes not reported via MC311 as part of ongoing road maintenance efforts.



# Average Workdays to Close Pothole Repair

Throughout the course of a year, the average number of days to repair a pothole is 6.06 days.

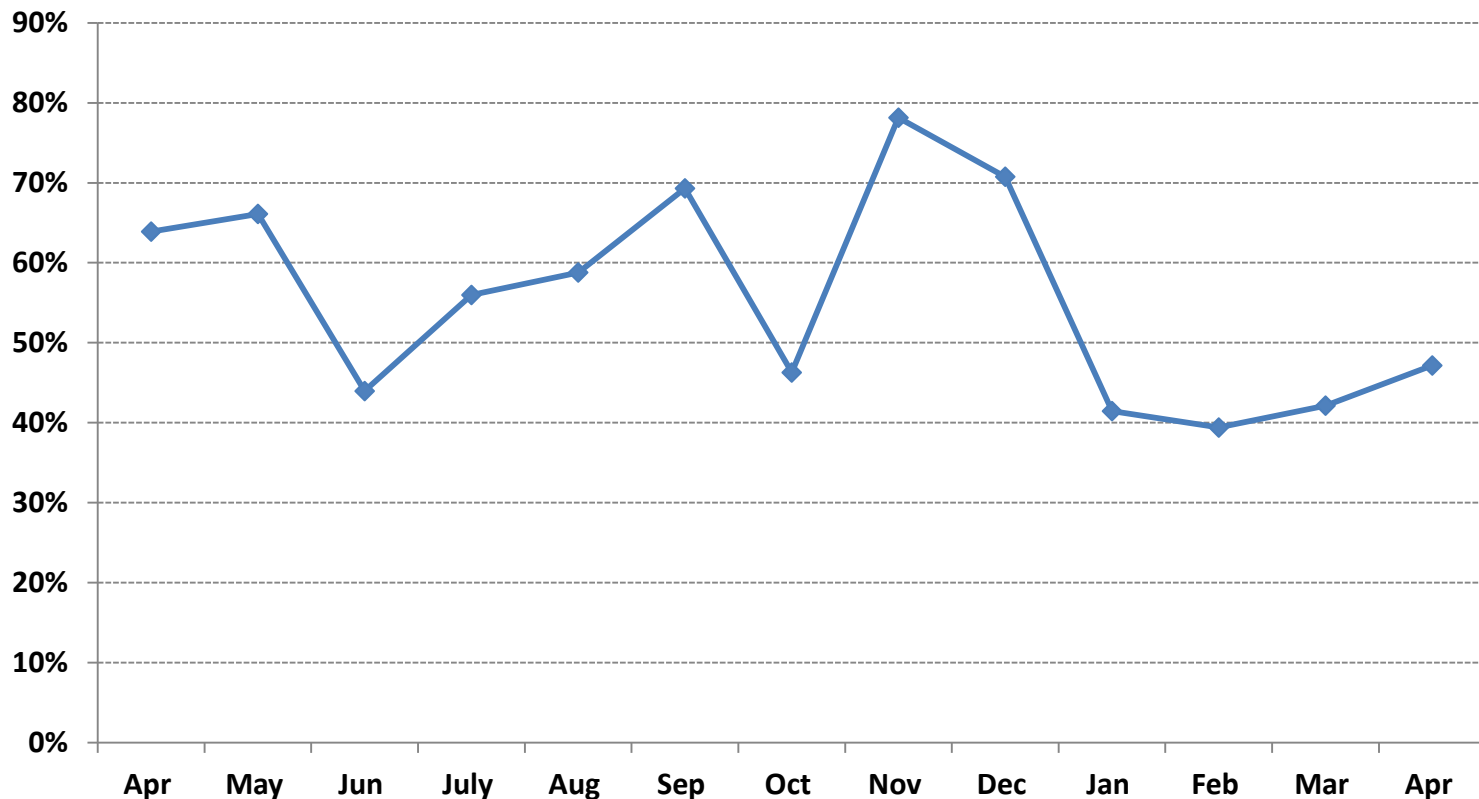


Note: Workday calculation does not include allowance for holidays



# Percentage of Pothole Repair Service Request Closed Within SLA

The Service Level Agreement (SLA) for pothole repair is 3 business days. On average 56% of the service requests are closed within the 3 day SLA timeframe.



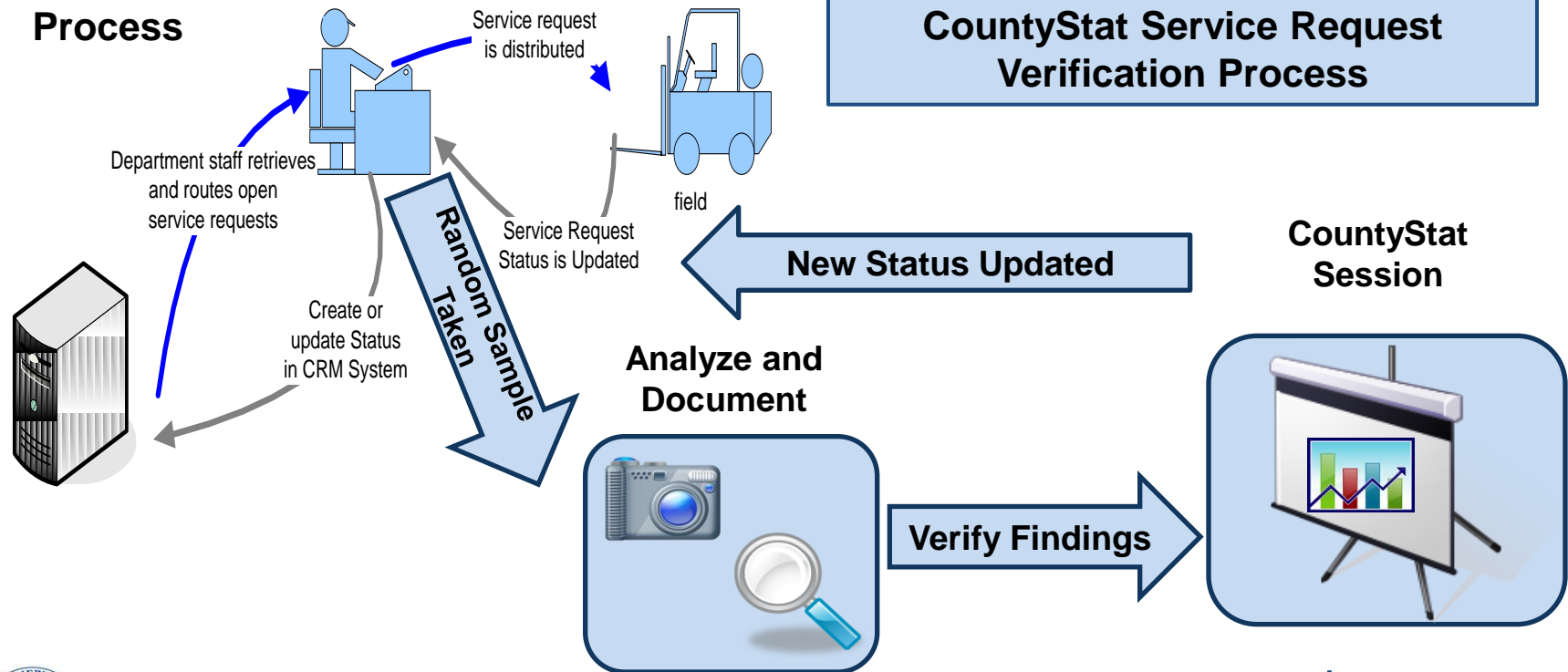
Note: Workday calculation does not include allowance for holidays



# CountyStat Performance Auditing Process

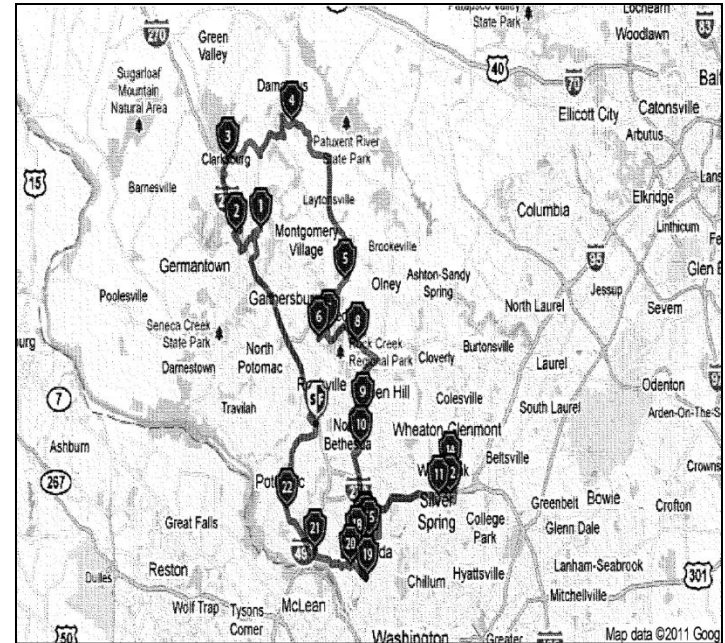
CountyStat conducts a random sampling of completed service requests, manually verifies that request is completed, and holds CountyStat session with representative department(s) to discuss results of the analysis

## Current MC311 Process



# CountyStat Performance Auditing Process: DOT-Highway Services April 2012 Pothole Audit

- **Date of Audit:**
  - April 25<sup>th</sup> and 27<sup>th</sup>, 2012
- **Departments Audited:**
  - DOT: Highway Services
- **Sample Time Period:**
  - Opened on or after April 1<sup>st</sup> 2012
  - Closed on or before April 15<sup>th</sup> 2012
- **Sample Size:**
  - Examined 30 cases throughout the County
  - Included all County depots
  - Primarily cases involving emergency spot patching
- **Perspective:**
  - Completeness judged from perspective of resident who reported the issue



**CountyStat verified that DOT either inspected or repaired all 30 sites. The three requests incomplete are due to ongoing efforts with outside agencies or errors in the categorization of the request type.**



# DOT Service Request Fulfillment Case # 1

**Service Request Number:**

- 194741471 via Web Portal

**DOT Depot:**

- Colesville

**Date Opened:**

- 4/4/2012

**Date Closed:**

- 4/10/2012

**Address:**

- 13111 Lutes Dr.

**Issue:**

- “Additional holes and crumbling road near the intersection of Briggs Road and Wilton Oaks Rd - just around the corner from this reported pothole. As well, large drop-off of road are further down Lutes.”

**CountyStat Assessment:**

Partially Complete

**DOT Repair Notation:**

- “Our Service Requests show the permanent patch on Lutes Road was completed on April 10 and involved coordination with the WSSC”





# DOT Service Request Fulfillment Incomplete Case # 2

**Service Request Number:**

- 194667234 via phone

**DOT Depot:**

- Silver Spring

**Date Opened:**

- 4/4/2012

**Date Closed:**

- 4/6/2012

**Address:**

- Embry St. and Bluhill Rd.

**Issue:**

- “Large POTHOLE”

**CountyStat Assessment:**

In Progress

**DOT Repair Notation:**

- “this was sent to Mr. Cary co. inspector and WSSC”





# Pothole Repair Background Information:

## Utility Providers and Road Repair

- In some instances, DOT can not make repairs to a section of roadway because of utility lines or damage caused by issues such as water main breaks
- Often damage surrounds or includes utility provider access covers
- Once identified by DOT, they notify the utility provider of the damaged area and location
- Each utility provider has a different timetable for repair depending on their workload and the severity of the damage



**Residents that report damage are unlikely to know if the repair is the responsibility of the County or the utility provider**



# DOT Service Request Fulfillment Incomplete Case # 3

## Service Request Number:

- 195197461

## DOT Depot:

- Silver Spring

## Date Opened:

- 4/9/2012

## Date Closed:

- 4/17/2012

## Address:

- 11434 Schuylkill Rd.

## Issue:

- “See SR# 191991173 caller there is still a hole on the second speed bump in front of the noted street address turning off Boilingbrook PWY-- the job is not complete
- SR# provided”

## CountyStat Assessment:

**Incorrectly Marked  
Pothole Repair**



## DOT Repair Notation:

- “WE WILL ADDRESS ASAP AND WORK LOAD PERMITS”



# Wrap-Up and Follow-Up Items

